



*Estuary*

HOUSING ASSOCIATION LTD

# Community Support



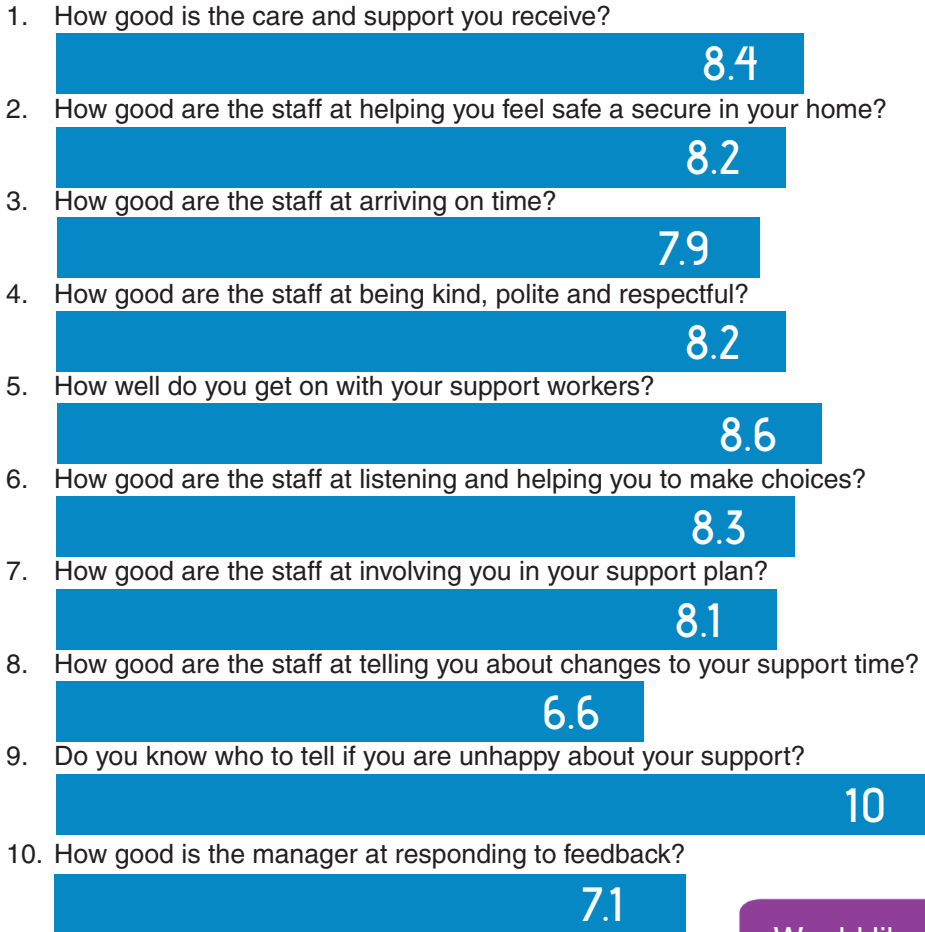
Feedback from  
People We Support  
and Family and  
Friends 2017/18

# People We Support



At the end of 2017 we asked our customers to respond to a satisfaction survey. Here are the responses.

On a scale of 0-10 (10 = Outstanding, 5+ = Good, 0 = Poor)



All the staff are very good to me...

Better communication about needs...

Would like more male staff...

# Family & Friends



At the end of 2017 we asked the families and friends of our customers to respond to a satisfaction survey. Here are the responses.

On a scale of 0-10 (10 = Outstanding, 5+ = Good, 0 = Poor)

1. How good is the care and support your relative or friend receives?  
7.0
2. How good are the staff at helping your friend or relative is safe and secure in their home?  
9.0
3. How good are the staff at arriving on time?  
2.0
4. How good are the staff at being kind, polite and respectful to your friend or relative?  
9.0
5. How well does your friend or relative get on with their support workers?  
9.0
6. How good are staff at listening to your friend or relative and helping them to make choices?  
9.0
7. How good are staff at involving your friend or relative in support plans?  
9.0
8. How good are the staff at involving your friend or relative about changes to their support time?  
9.0
9. Do you know who to tell if your friend or relative is unhappy with their support?  
10
10. How good is the manager at responding to your feedback?  
9.0

One comment received from family and friends

Would like support closer to 9am

# You Said... We Did 2018

From analysing the responses, we have identified



Overall the levels of satisfaction from the people we support and their family & friends is consistently very positive and this has been fed back to the staff teams.



Where people we support responded that they needed more communication, they are now sent regular information about the changes.

Where family and friends have said that they would like support to be nearer their preferred time, this has been addressed.

If you would like to comment on this leaflet please contact Patricia Leahy (Manager Quality & Compliance) on 01702 445 314 or email [Patricia.Leahy@estuary.co.uk](mailto:Patricia.Leahy@estuary.co.uk)

## Get in touch

If you would like this document in another language, large print, Braille or audio or if you require the service of an interpreter, please contact us on 0300 304 5000

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se você gostaria que esse documento em seu idioma contacte 0300 304 5000

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Bu belgeyi isterseniz sizin dilinizde 0300 304 5000 arayın

### Swahili

kama ungependa huu katika lugha yako ya kuwasiliana 0300 304 5000

### Vietnamese

nếu bạn muốn tài liệu này trong ngôn ngữ của bạn liên hệ 0300 304 5000